

FEDERAL BUREAU OF INVESTIGATION  
FOI/PA  
DELETED PAGE INFORMATION SHEET  
FOI/PA# 1496258-0

Total Deleted Page(s) = 3  
Page 8 ~ b6; b7C; b7E;  
Page 9 ~ b6; b7C; b7E;  
Page 12 ~ b5; b6; b7C;

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X For this Page X  
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**FEDERAL BUREAU OF INVESTIGATION****Complaint Form****Title:** (U) Access Industries, Inc. e-mail  
intrusion**Date:** 02/10/2015**Approved By:** SSA [REDACTED]b3  
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b7E**Drafted By:** [REDACTED]**Case ID #:** [REDACTED](U) MENDEZ SUPREME TRADES INC. ;  
EMAIL INTRUSION;  
VICTIM: ACCESS INDUSTRIES, INC.;**Complaint Synopsis:** (U) Email intrusion for the purpose of conducting unauthorized wire transfers.**Full Investigation Initiated:** 02/10/2015**Received On:** 02/09/2015**Receipt Method:** In Person**Incident Type:** Criminal Activity**Complaint Details:**

On or about December 13, 2014 unknown person(s) logged into the a corporate e-mail account [REDACTED] owned by ACCESS INDUSTRIES, INC (ACCESS INC) without permission or authority.

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Once logged into the account, the unknown person(s) made unauthorized email-handling rule changes to the account. The rule changes caused approximately 1,490 emails to be forwarded to an identified external email address. The rule also caused emails received from MERRILL LYNCH and BANK OF AMERICA to be deleted after being forwarded.

On or about December 22, 2014 an email was sent to MERRILL LYNCH from the ACCESS INC email address. The email requested MERRILL LYNCH send a \$49,800.60 wire to TD BANK account holder, MENDEZ SUPREME TRADES

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[REDACTED]

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Title: (U) Access Industries, Inc. e-mail intrusion

Re: [REDACTED] 02/10/2015

INC., account number [REDACTED]

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MERRILL LYNCH requested verbal confirmation from ACCESS INC for the wire request. ACCESS INC identified the wire request email as unauthorized and alerted MERRILL LYNCH.

MERRILL LYNCH cancelled the wire request, resulting in no financial losses.

**Entities:**

Access Industries, Inc. (Complainant, Organization, U.S. Person? Unknown)

*Location*

Address: 730 fifth Avenue  
City: New York  
State: NY  
Zip Code: 10019  
Country: United States

*Financial Account*

Type: Security  
Institution: Merrill Lynch  
Association: Uses

*Communication Account*

Type: Email  
Account: [REDACTED]  
Association: Utilizes

b6  
b7C

TD Bank (Reference, Organization, U.S. Person? Unknown)

*Financial Account*

Mendez Supreme Trades Inc. (Reference, Organization, U.S. Person? Unknown)

*Location*

Address: 5946 Madison Street  
Apartment 1  
City: Ridgewood

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[REDACTED]

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Title: (U) Access Industries, Inc. e-mail intrusion

Re: [REDACTED] 02/10/2015

State: NY

Zip Code: 11385

Country: United States

Association: Residence

*Communication Account*

Type: Telephone

Account: 347-232-2882

*Financial Account*

Type: Bank

Account: [REDACTED]

Institution: TD Bank

Association: Uses

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BANK OF AMERICA (Reference, Organization, U.S. Person? Unknown)

*Financial Account*

MERRILL LYNCH (Reference, Organization, U.S. Person? Unknown)

*Organization Information*

Name: MERRILL LYNCH

Type: Corporation

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## FEDERAL BUREAU OF INVESTIGATION

Date of entry 02/18/2015

Meeting conducted with representatives of ACCESS INDUSTRIES, INC (ACCESS INC) for the purpose of reviewing information regarding a e-mail intrusion and attempted unauthorized wire transfer. Information as follows:

Meeting was conducted at ACCESS INC, New York, corporate office located at 730 Fifth Avenue, New York, New York, 10019.

Representatives/Task Force Officer's (TFO) present during meeting are as follows:

- [REDACTED] ACCESS INC, [REDACTED]
- [REDACTED] ACCESS INC,
- [REDACTED] CASALE ASSOCIATES, LLC, [REDACTED]
- [REDACTED] ESQ. CASALE ASSOCIATES, LLC, Attorney Investigator.
- [REDACTED] TFO JTCTF
- [REDACTED] TFO JTCTF
- [REDACTED] TFO JTCTF

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[REDACTED] explained the following events leading to an attempted unauthorized wire request:

On December 22, 2014 ACCESS INC [REDACTED] [REDACTED] received a telephone call from a representative of MERRILL LYNCH. The representative requested a verbal confirmation for a \$49,800.60 transfer request received via email [REDACTED] knowing he did not send the request asked the representative to send a copy of the email back to his [REDACTED] email. [REDACTED] waited for the email to arrive in his email inbox. After waiting for a time [REDACTED] contacted MERRILL LYNCH and inquired about the email. [REDACTED] was informed that the email was sent. [REDACTED] conducted a search of his email account and found the email in the accounts deleted items folder.

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Investigation on 02/09/2015 at New York, New York, United States (In Person)File # [REDACTED] Date drafted 02/12/2015by [REDACTED]b3  
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Continuation of FD-302 of [redacted] Meeting with representatives of Access Industries, Inc. , On 02/09/2015 , Page 2 of 3

[redacted] also notified ACCESS INC [redacted] of the incident. [redacted] conducted a internal review of [redacted] email account. [redacted] found that new email processing rules were created on [redacted] email account. The rules, which were created on or about December 13, 2014, caused emails from ML.COM (MERRILL LYNCH) and BANKOFAMERICA.COM (BANK OF AMERICA) to be automatically deleted. Additional review by [redacted] found that all emails sent to [redacted] were being forwarded to an email account identified as [redacted]. Both email processing rules were made without [redacted] knowledge or permission.

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On or about December 24, 2014 [redacted] disabled the unauthorized email processing rules. [redacted] also changed his email password to comply with a strong password policy.

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[redacted] reviewed the email sent to MERRILL LYNCH requesting the wire transfer. [redacted] determined that the email was sent directly from [redacted] mailbox hosted at MICROSOFT OFFICE 365 cloud services and originated from IP [redacted]. An IP search confirmed that the IP is owned by TIME WARNER CABLE.

[redacted] conducted a review of the email attachment sent to MERRILL LYNCH on 12/22/2014. [redacted] determined that the attachment was most likely used by [redacted] for a prior legitimate email wire transfer request. The attachment was downloaded from [redacted] email account on an unknown date and time. Reviewing metadata [redacted] also determined that the legitimate transfer was modified using MICROSOFT WORD 2013, on 12/22/2014 at 2:28:30 PM by author "TECHIE". The document was then converted into a PFF using Neevia Document Converter Pro v6.7, before being emailed to MERRILL LYNCH.

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[redacted] explained that ACCESS INC. is currently using a Hybrid email system as the company migrates to a fully cloud based email service provided by MICROSOFT 365. ACCESS INC currently manages 100 corporate emails, 30 of which are cloud based. The remaining 70 accounts are traditional server based emails. [redacted] email is cloud based. Login information is administrated and documented by MICROSOFT.

[redacted] provided a copies of the following:

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- EMAIL HEADER (MRRILL LYNCH EMAIL SENT 12/22/2014)
- ATTACHMENT TO MERRILL LYNCH EMAIL
- NOTES REGARDING INCIDENT
- Corporate MICROSOFT account# [redacted]

[Redacted]

[Redacted]

Continuation of FD-302 of Meeting with representatives of Access Industries, Inc., On 02/09/2015, Page 3 of 3

1. On December 22, 2014 [ ] has received a call from his Merrill Lynch financial advisor with the request to confirm wire transfer from one of his accounts in amount of ~\$44,5K that was allegedly was sent earlier by email.
2. [ ] has requested a copy of this email to be sent back to him for review.
3. After waiting some time and noticing that expected email is not arriving to his Inbox, [ ] has found this email in his Deleted Items folder. He has contacted me with the request to look into this situation.
4. After login remotely into [ ] home PC and further investigation, we (me and [ ]) have determined that number of malicious automatic email processing rules were created in his mailbox. These rules were forwarding all messages from ml.com to bankofamerica.com to email account at Russian free mobile email service provides ro.ru (Rumblor) and sequentially deleting these previously forwarded emails from [ ] Inbox
5. We have disabled these email auto processing rules in [ ] mailbox and he placed a call to his Merrill Lynch advisor with the request to forward message in question to my email address as an attachment, to preserve metadata.
6. After further metadata investigation of said message, we have determined that it was sent directly from [ ] mailbox hosted at Microsoft Office 365 cloud services and was originated from IP [ ] that resolved to [ ]  
[ ]
7. Based on findings above [ ] password was immediately changed, insuring that it is compliant with strong password policy.
8. Investigation of forged Wire Transfer Request metadata has revealed that this document was created by author "Techie" with Microsoft Word 2013 on 12/22/2014 at 2:28:30 PM and converted into PFF with Neevia Document Converter Pro v 6.7. As per [ ] perpetrators most likely have used and modified legitimate Wire Transfer Request that was earlier prepared by him and sent to Merrill Lynch for execution.

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OCEAN TERRACE HOLDINGS  
VENDOR PAYMENT AUTHORIZATION & WIRE INSTRUCTIONS

VENDOR: <u>MENDEZ SUPREME TRADES INC</u>	
INVOICE NO.: <u>1419-09-14</u>	DATE: <u>12.15.14</u>
AMOUNT DUE: <u>\$49,800.60</u>	

VENDOR PAYMENT BY RESPONSIBLE PARTY:		
SANDOR SCHER: <u>\$4,980.06</u>		<u>\$44,820.54</u>
APPROVED BY:		DATE: <u>12/15/2014</u>

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VENDOR WIRE TRANSFER INFORMATION:	
MENDEZ SUPREME TRADES INC	
c/o TD Bank Bronx, NY	
ABA no	
Account Number	
Ref: Payment of Inv no 1419-09-14 for services rendered	

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COMPLETED: \_\_\_\_\_ BY: \_\_\_\_\_

*Merrill Lynch*

12-22-14

Please pay by wire the attached invoice for

1. **\$44,820.54 (forty-one thousand eight hundred and twenty dollars and 54 Cents)**

From my credit line.

Reference: From [redacted] for Ocean Terrace Holdings

Thanks, [redacted]

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**FEDERAL BUREAU OF INVESTIGATION**

**Import Form**

**Form Type:** EMAIL

**Date:** 03/03/2015

**Title:** (U) Identified victim in



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**Approved By:** SSA



**Drafted By:**



**Case ID #:**



(U) MENDEZ SUPREME TRADES INC. ;  
EMAIL INTRUSION;  
VICTIM: ACCESS INDUSTRIES, INC.;

**Synopsis:** (U) This E-mail serves to document an identified victim in the captioned case. A victim notification letter will be mailed to the victim.

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**Sent:** Monday, March 02, 2015 3:00 PM  
**Subject:** RE: Recently opened cases --- UNCLASSIFIED

Classification: UNCLASSIFIED  
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[REDACTED]	2/10/2015	NY- CY06	[REDACTED]	Pending
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Hello [REDACTED]  
In case [REDACTED] the victim has been identified as Access Industries Inc., 730 Fifth Avenue,  
New York, NY, 10019. Access Industries Inc. Legal contact information [REDACTED]  
[REDACTED]

**From:** [REDACTED] (NY) (FBI)  
**Sent:** Thursday, February 26, 2015 12:49 PM  
**To:** [REDACTED]  
[REDACTED]

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**Cc:** [REDACTED] (NY) (FBI)  
**Subject:** Recently opened cases --- UNCLASSIFIED

Classification: UNCLASSIFIED  
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Good Afternoon, everyone.

Please find your case below.

As the Victim Specialist assigned to your squad, I must follow up every month with new possible-victim cases to ensure you're in compliance with federal law. In other words, I want to keep you off a HQ list for non-compliance.

*Remember – possible federal crime victims must be notified of their rights as soon as reasonably possible and before an indictment.*

Please advise if:

- You have any possible federal crime victims in your case
- If I may send a victim notification letter to the victim(s)
- If sending a victim notification letter to a known victim would interfere with your investigation or the victim's security
- If the case is classified:
  - o Secret
  - o FBI isn't the lead agency
  - o The crime was determined to not be a federal offense
  - o Restricted
  - o Victim is a government entity
  - o Other (please explain)

Please E-mail me back by Tuesday, March 3.

Also, I welcome your call if you wish to discuss any victim issues.

Thank you very much and I hope your week is a good one.

Sincerely,

[Redacted]

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Victim Specialist	File #	Date opened	Squad	Special Agent	Status
[Redacted]	50-NY-6059188	1/30/2015	NY-C2	[Redacted]	Pending
	318B-NY-6094015	2/2/2015	NY-C35		Pending
	194B-NY-6096500	2/4/2015	NY-C4		Pending
	194C-NY-6110543	2/10/2015	NY-C4		Pending
	318B-NY-6096142	2/3/2015	NY-C43		Pending
	15-NY-6111620	2/13/2015	[Redacted]		Pending
	[Redacted]	1/16/2015	NY-CY06		Pending
		2/10/2015	NY-CY06		Pending
		2/11/2015	NY-CY06		Pending
					Pending

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[Redacted] MA  
Victim Specialist  
FBI New York/JFKRA  
[Redacted] (desk)  
[Redacted] (mobile)

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Classification: UNCLASSIFIED

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Classification: UNCLASSIFIED

[Redacted] MA  
Victim Specialist  
FBI New York/JFKRA  
[Redacted] (desk)

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(mobile)

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